

NOTICE TO VENDORS
REQUEST FOR PROPOSAL

The Iowa Telecommunications and Technology Commission operating the Iowa Communications Network (ICN) will be receiving sealed Bid Proposals for the following RFP until 3:00 p.m. central time, **November 5, 2018:**

RFP 18-069

CAMA TRUNKS AND 911CALL DELIVERY

**Issuing Officer – Sheri Stephens
Iowa Communications Network
Grimes State Office Building
400 East 14th Street
Des Moines, IA 50319
Telephone 515-725-4747
FAX 515-725-4774**

Sheri.stephens@iowa.gov

Vendors must comply with all affirmative action/equal employment opportunity provisions of State and Federal laws.

THIS REQUEST FOR PROPOSAL CONSISTS OF FOUR CHAPTERS AND FOUR ATTACHMENTS:

CHAPTER	TITLE
1	Administrative Issues
2	Contractual Terms
3	Technical Specifications & Other Requirements
4	Evaluation Criteria
Attachment 1	Contractual Terms and Conditions (Sample Agreement)
Attachment 2	Bid Proposal Compliance Form
Attachment 3	Authorization To Release Information
Attachment 4	Bid Proposal Submittal Form

CHAPTER 1

ADMINISTRATIVE ISSUES

1.1 Purpose. The Iowa Communications Network is seeking Bid Proposals from Vendors who can provide CAMA Trunks and 911 Call deliveries to 2 of 5 Points of Interconnects (POIs) identified on the ICN network.

1.2 Schedule and Submission of Bid Proposal.

1.2.1 Questions and Answers. Vendors are invited to submit written questions and/or requests for interpretation/consideration/acceptance concerning this RFP on or before 4:00 p.m. central time **September 26, 2018**. Vendors with questions concerning this RFP may submit their questions in writing by mail or hand delivery to Sheri Stephens at the address below, facsimile at (515) 725-4747 or electronic mail at sheri.stephens@iowa.gov. Oral questions will not be accepted, and verbal communications shall not override written communications. Only written communications are binding on ICN. ICN will prepare a written response to all pertinent questions submitted by Vendors. These questions and responses will be posted on the ICN webpage (www.icn.iowa.gov) and transmitted via e-mail to all Vendors to whom the RFP has been sent, prior to close of business on **October 1, 2018**.

1.2.2 Changes and Amendments. In the event it becomes necessary for ICN to amend, add to or delete any part of this RFP, the amendment will be provided to all Vendors to whom the RFP has been sent. Vendor's Bid Proposal must include acknowledgment of all addenda issued by ICN.

1.2.3 Receipt of Bid Proposals. Bid Proposals must be received at ICN's office no later than 3:00 p.m. central time **November 5, 2018**. **This requirement is a mandatory requirement and is not a minor deficiency subject to waiver by the ICN.** No Bid Proposals will be accepted after the date and time specified. A late Bid Proposal shall be returned unopened to the Vendor. Additionally, no Bid Proposal will be accepted by telephone, electronic mail or facsimile. **The Bid Proposals must be mailed (with mailing in sufficient time to arrive on or before this deadline requirement) or be delivered as follows:**

Mailing & Delivery Address:

Iowa Communications Network
Attn: Sheri Stephens
Grimes State Office Building
400 East 14th Street
Des Moines, IA 50319

If Bid Proposals are delivered by mail service, express courier, delivery service or company, or in person, it shall be the sole responsibility of the Vendor submitting the proposal to insure that such delivery takes place prior to the aforementioned deadline. There shall be no waiving of the deadline due to mis-deliveries on the part of the Vendor, Vendor's delivery staff or Vendor's choice of delivery service(s). Deliveries made directly to ICN must be placed with the ICN Contracting Section or with an ICN staff person able to accept such delivery.

1.2.4 Bid Proposal Opening. Bid Proposals will be opened at 3:00 p.m. central time on **November 5, 2018**. The Bid Proposals and the evaluation documents created by the ICN will remain confidential subject to Iowa Code Section 72.3 until the evaluation committee has evaluated all of the compliant Bid Proposals submitted in response to this RFP and the selection process is complete. The Bid Proposals submitted and the evaluation documents created by the ICN will be available for inspection subject to the exceptions described in Iowa Code Chapter 22 or other applicable law after the selection process is complete.

1.2.4.1 Failure to comply with or supply any and all information requested to accompany Bid Proposals may be cause for rejection of the proposal as non-compliant.

1.2.4.2 All Bid Proposals shall be firm for a period of 90 days to allow the evaluation committee to fully evaluate all proposals and make an award deemed to be in the best interest of ICN and the State of Iowa.

1.2.4.3 By submitting a Bid Proposal the Vendor agrees to the terms and conditions contained within this RFP.

1.3 Proposal Format.

1.3.1 Bid Proposals shall be printed on 8.5" x 11" paper. One original and one (1) copy must accompany each submission. In addition one copy shall be provided on standard CD or USB drive using Microsoft Word software. The original Bid Proposal must be in a package CLEARLY MARKED RFP 18-069 on the outer envelope or wrapping. This is necessary to insure that the response package is handled properly for verification against the RFP deadline. Lack of notation of RFP number may affect the receipt timing and affect the evaluation process. Vendor should consider this item as a critical factor when submitting a response.

1.3.2 To achieve a uniform review process and the maximum degree of comparability, proposals shall be organized in the following manner:

1.3.2.1 Completed Bid Proposal Compliance Form (Attachment 2).

1.3.2.2 Completed Authorization to Release Information Form (Attachment 3).

1.3.2.3 Completed Bid Proposal Submittal Form (Attachment 4). Vendor shall provide a positive statement of compliance or exception to each requirement listed. Vendor must identify any deviations from the requirements that the Vendor cannot satisfy. Any deviations from the requirements of the RFP or requirements the Vendor cannot satisfy may result in disqualification of the Vendor's proposal.

1.4 Clarification of Proposals and Obtaining Information. ICN reserves the right to contact a Vendor after submission of Bid Proposals for the purpose of clarifying a Bid Proposal to ensure mutual understanding. This contact may include written questions, interviews, site visits, a review of past performance if the Vendor has provided goods or services to the ICN, or any other political subdivision wherever located or requests for corrective pages in the Vendor's Bid Proposal. This information may be used to evaluate the Vendor's Bid Proposal. However, the information received from the Vendor shall not be considered in the evaluation of a Vendor's Bid Proposal if the information materially alters the content of the Bid Proposal. ICN reserves the right to obtain information concerning any Vendor or any proposal from any source and to consider such information in evaluating the Vendor's Bid Proposal.

1.4.1 Authorization to Release Information. The Vendor must sign the Authorization to Release Information Form included with this RFP as an attachment. Failure to sign this Authorization may result in the Bid Proposal being rejected outright.

1.5 Waiver of Deficiencies. ICN reserves the right to waive minor deficiencies in a Bid Proposal if, in the judgment of ICN, ICN's best interest will be served. The decision as to whether a deficiency will be waived or will require the rejection of a Bid Proposal will be solely within the discretion of ICN. There is no guarantee or assurance that any deficiency will be deemed minor and that a deficiency will be waived. Each Vendor is specifically notified that failure to comply with or respond to any part of this RFP requiring a response may result in rejection of the Bid Proposal as not responsive.

1.6 Cost of Bid Proposal. ICN is not responsible for any costs incurred by a Vendor which is related to the preparation or delivery of the Bid Proposal or any other activities carried out by the Vendor as it relates to this RFP.

1.7 Bid Proposal Obligations. The contents of the Bid Proposal and any clarification thereto submitted by the successful Vendor shall become part of the contractual obligation and incorporated by reference into the ensuing Contract.

1.8 Bid Proposals Property of ICN. Except as otherwise stated herein, all Bid Proposals become the property of the ICN and the State of Iowa and shall not be returned to the Vendor unless all Bid Proposals are rejected. In the event all Bid Proposals are rejected, Vendors will be asked to send prepaid shipping instruments to the ICN for return of the Bid Proposals submitted. In the event no shipping instruments are received by the ICN, the Bid Proposals will be destroyed by the ICN. Additionally, the evaluation documents created by the ICN will be destroyed in the event all Bid Proposals are rejected. Otherwise, at the conclusion of the selection process, the contents of all Bid Proposals will be placed in the public domain and be opened to inspection by interested parties subject to the exceptions provided in Iowa Code Chapter 22 or other applicable law.

1.9 Rejection of Bid Proposals.

1.9.1 ICN reserves the right to reject any and all Bid Proposals, in whole and in part, received in response to this RFP at any time prior to the execution of a written Contract covering a particular location. Issuance of this RFP in no way constitutes a commitment by ICN to award a Contract for the products or services included in the RFP. This RFP is designed to provide Vendors with the information necessary for the preparation of competitive Bid Proposals. This RFP process is for ICN's benefit and is intended to provide ICN with competitive information to assist in the selection of goods and services.

1.9.2 Disqualification. The ICN may reject outright and may not evaluate proposals for any one of the following reasons:

1.9.2.1 The Vendor fails to deliver the Bid Proposal by the due date and time.

1.9.2.2 The Vendor states that a service requirement cannot be met.

1.9.2.3 The Vendor's response materially changes a service requirement.

1.9.2.4 The Vendor's response limits the rights of the ICN.

1.9.2.5 The Vendor fails to include information necessary to substantiate that it will be able to meet a service requirement.

1.9.2.6 The Vendor fails to respond to the ICN's request for information, documents, or references.

1.9.2.7 The Vendor fails to include a completed, signed Authorization to Release Information Form (See Attachment 3).

1.9.2.8 The Vendor fails to include a completed, signed Bid Proposal Compliance Form (See Attachment 2).

1.9.2.9 The Vendor presents the information requested by this RFP in a format inconsistent with the instructions of the RFP.

1.9.2.10 The Vendor initiates unauthorized contact regarding the RFP with ICN employees.

1.9.2.11 The Vendor's exceptions to the contract terms and conditions in Attachment 1 materially change the terms and conditions of Attachment 1 or the requirements of this RFP.

1.9.2.12 The Vendor provides misleading or inaccurate responses.

1.9.2.13 The Vendor fails to include a completed Bid Proposal Submittal Form (Attachment 4) and Bid Proposal Submittal Form for Dark Fiber Service (Attachment 4A).

1.9.3 Failure of the Vendor to comply with additional information requests may be cause for rejection of the Bid Proposal as non-compliant.

1.10 Public Records and Requests for Confidentiality.

1.10.1 The release of information by ICN to the public is subject to Iowa Code Chapter 22 and other applicable provisions of law relating to the release of records in the possession of a State agency. Vendors are encouraged to familiarize themselves with these provisions prior to submitting a Bid Proposal. All information submitted by a Vendor may be treated as public information by ICN unless the Vendor properly requests that information be treated as confidential at the time of submitting the proposal. **In the event Vendor marks each page of its Bid Proposal as proprietary or confidential without adhering to the requirements of this Section, the ICN may reject the Bid Proposal as noncompliant.**

1.10.2 Any requests for confidential treatment of information must be included in a cover letter with the Vendor's Bid Proposal and must enumerate the specific grounds in Iowa Code Chapter 22 or other legal reasons which support treatment of the material as confidential and must indicate why disclosure is not in the best interests of the public. The request must also include the name, address and telephone number of the person authorized by the Vendor to respond to any inquiries by ICN concerning the confidential status of the materials.

1.10.3 Any documents submitted which contain confidential information must be marked on the outside as containing confidential information, and each page upon which confidential information appears must be marked as containing confidential information. The confidential information must be clearly identifiable to the reader wherever it appears. All copies of the proposal submitted, as well as the original proposal, must be marked in this manner. Vendor's Submission of a Bid Proposal pursuant to this RFP constitutes Vendor's agreement that the Vendor's failure to properly mark information as confidential shall relieve the ICN from any responsibility if the information is viewed by the public, a competitor, or is in any way accidentally released.

1.10.4 In addition to marking the material as confidential material where it appears, the Vendor must submit one copy of the Bid Proposal from which the confidential information has been excised. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the document as possible. These pages must be submitted with the cover letter and will be made available for public inspection.

1.10.5 The Vendor's failure to request in the Bid Proposal confidential treatment of material pursuant to this Section and the relevant laws and administrative rules will be deemed by ICN as a waiver of any right to confidentiality which the Vendor may have had.

1.11 Restrictions on Gifts and Activities. Iowa Code Chapter 68B contains laws which restrict gifts which may be given or received by State employees and requires certain individuals to disclose information concerning their activities with State government. Vendors are responsible for determining the applicability of this Chapter to their activities and for complying with these requirements. In addition, Iowa Code Chapter 722.1 provides that it is a felony offense to bribe a public official.

1.12 Restriction on Communication. In the event that a Vendor or someone acting on the Vendor's behalf attempts to discuss this RFP orally or in writing with any Commission member or any employee of ICN other than the ICN Contracting Officer, Vendor may be disqualified. No questions are to be asked of State of Iowa employees regarding this RFP, except for contact with the State Targeted Small Business Office by Vendors certified as Targeted Small Business Entities, without prior notification and approval by the ICN Contracting Officer, except as otherwise permitted by this RFP. All RFP contacts shall be made through the ICN Contracting Officer only.

1.13 Copyrights. By submitting a Bid Proposal the Vendor agrees that ICN may copy the Bid Proposal for purposes of facilitating the evaluation or to respond to requests for public records. The Vendor consents to such copying by submitting a proposal and warrants that such copying will not violate the rights of any third party. ICN will have the right to use ideas or adaptations of ideas which are presented in the proposals. In the event the Vendor copyrights the Bid Proposal, the ICN may reject the proposal as noncompliant.

1.14 Conflict Between Terms. ICN reserves the right to accept or reject any exception taken by the Vendor to the terms and conditions of this RFP. Substantial variations between the Vendor's terms and conditions and those contained in this RFP may be grounds for rejection of the Vendor's Bid Proposal as non-responsive and non-compliant.

1.15 Release of Claims. With the submission of a Bid Proposal, Vendor agrees that it will not bring any claim or have any cause of action against ICN or the State of Iowa based on any misunderstanding concerning the information provided herein or concerning ICN's failure, negligent or otherwise to provide the Vendor with pertinent information as intended by this RFP.

1.16 Construction of RFP with Laws and Rules. This RFP is to be construed in accordance with the laws of the State of Iowa, including Iowa Code Chapter 8D and Iowa Administrative Code Chapter 751. Changes in applicable laws and rules may affect the award process or the resulting Contract. Vendors are responsible for ascertaining pertinent legal requirements and restrictions. Vendors are encouraged to visit a web site containing references to the Iowa Code and the Iowa Administrative Code for information. A suggested address is <http://www.legis.state.ia.us> or <http://www.icn.state.ia.us>.

1.17 Reserved.

1.18 Downloading RFP from the Internet. All amendments will be posted on the ICN's website at www.icn.iowa.gov under Bidding Opportunities. Vendors are advised to check the ICN's website periodically for amendments to this RFP, particularly if the Vendor downloaded the RFP from the Internet because the Vendor may not automatically receive amendments if it did not contact the ICN for a copy of the RFP. If the Vendor received this RFP as a result of a written request to the ICN, the Vendor will receive amendments.

1.19 Definition of Contract. The full execution of a written contract shall constitute the making of a contract for services and no Vendor shall acquire any legal or equitable rights relative to the contract services until the Contract has been fully executed by the successful Vendor and the ICN.

1.20 Award Notice and Acceptance Period. The ICN will send the Notice of Intent to Award the Contract to all Vendors submitting a timely Bid Proposal. Negotiation and acceptance of the contracts shall be completed with the successful Vendors no later than sixty (60) days after Notice of Intent issuance date if there are no appeals filed. If an apparent successful Vendor fails to negotiate and deliver the executed contract by that date, the ICN may, in its sole discretion, cancel the award and award the contract for that site to the next highest ranked Vendor offering services for that end point location. The ICN reserves the right to continue negotiations after sixty days if, in ICN's sole discretion, ICN deems it to be in the best interests of ICN to do so.

CHAPTER 2 CONTRACTUAL TERMS

2.1 Contractual Terms Generally.

2.1.1 The Contract the ICN expects to award as a result of this Request For Proposal will be based upon the Bid Proposal submitted by the successful Vendor (Vendor awarded the Contract) and this solicitation. The Contract between the ICN and the Vendor shall be a combination of the specifications, terms and conditions of the Request For Proposal, including the terms contained in the Contract Terms and Conditions Sample Agreement identified as Attachment 1, the offer of the Vendor contained in its Bid Proposal, written clarifications or changes made in accordance with the provisions herein, and any other terms deemed necessary by the ICN.

2.1.2 The Contract terms contained in Attachment 1 are not intended to be a complete listing of all Contract terms but are provided only to enable Vendors to better evaluate the costs associated with the RFP and the potential resulting Contract. Vendors should plan on such terms being included in any Contract awarded as a result of this RFP. All costs associated with complying with these requirements should be included in any pricing quoted by the Vendor.

2.1.3 By submitting a Bid Proposal, each Vendor acknowledges its acceptance of these specifications, terms and conditions without change except as otherwise expressly stated in the appropriate section of the Bid Proposal Compliance Form (Attachment 2). [If a Vendor takes exception to a provision, it must state the reason for the exception and set forth in Attachment 2 of its Bid Proposal the specific Contract language it proposes to include in place of the provision.](#) Exceptions that materially change these terms or the requirements of the RFP may be deemed non-responsive by the ICN, in its sole discretion, resulting in possible disqualification of the Bid Proposal. The ICN reserves the right to either award a Contract without further negotiation with the successful Vendor or to negotiate Contract terms with the selected Vendor if the best interests of the ICN would be served.

2.2 Additional Cost Items Not In Contract. ICN is unaware of any additional Contract terms that would add cost. Notwithstanding, should any Contract items arise that would cost additional monies; those costs shall be borne by the Vendor.

CHAPTER 3

TECHNICAL SPECIFICATIONS & OTHER REQUIREMENTS

Section 3.1 Background, Project Scope and Instructions:

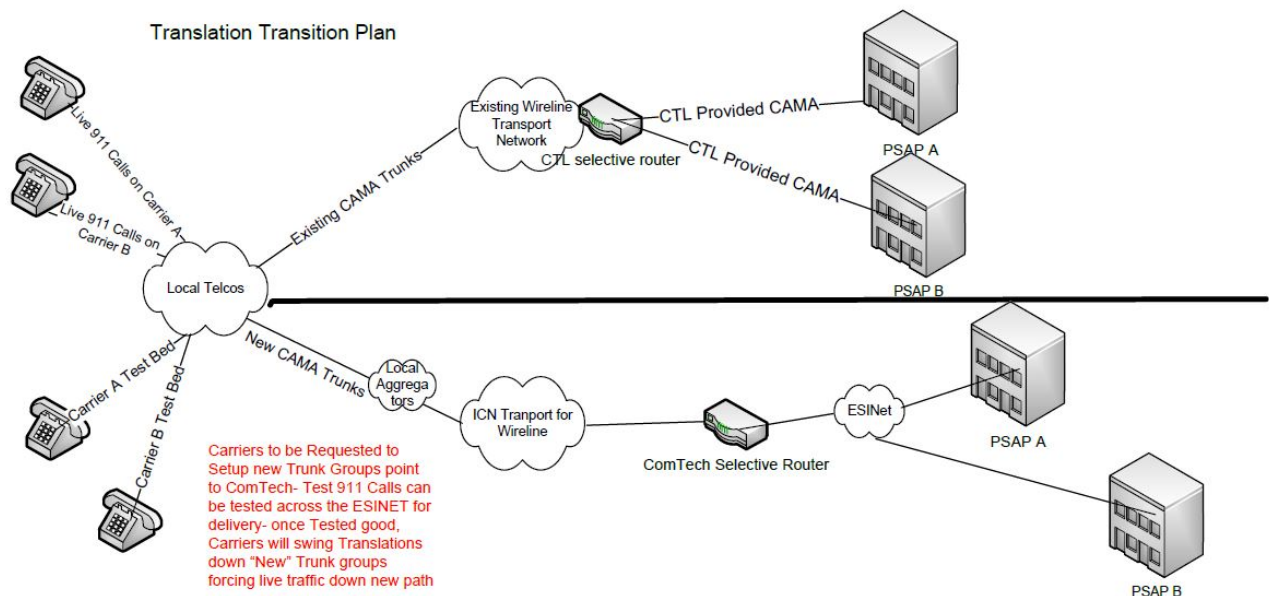
The Iowa Communications Network (ICN) is preparing for a migration of legacy TDM/CAMA services from every Incumbent Local Exchange Carrier (ILEC) in the State of Iowa to the ICN network on behalf of Iowa Homeland Security Emergency Management as authorized by State of Iowa Code Chapter 34A.

ICN is requesting responses from all Iowa ILECs to deliver all wireline based 911 calls to 2 of 5 Points of Interconnects (POIs) identified on the ICN network. The delivery of service to ICN can be on a per ILEC basis, or if ILECs choose too, 911 calls can be delivered from ILECs via a common carrier aggregator to the ICN.

The awarded vendor will independently deploy ingress services that terminate to a POI that then directly connect to Universal Media Gateways (2) at the pre-selected Call Logic Centers that are managed by Comtech/TCS on behalf of HSEMDD.

ICN requires that traffic delivered to ICN be provided in a primary and secondary physical and logical delivery at 2 of the 5 POIs. Circuits should be delivered in a TDM based format of either DS1/T1 or DS3/T3 if aggregating multiple ILECs to a location.

While ICN will not be testing the Logical call routing between the ILECs and Comtech (this will be facilitated by Comtech with ICN's assistance), ICN requests the carrier's test plan for the drawing provided below to test the primary and secondary physical and logical connectivity before final cutover to the new network path including delivery between each PSAP being served by the ILEC.



The ICN is interested in retaining the responding Vendor that understands and can clearly demonstrate alignment with the industry's evolution to NENA solutions. **Criteria for Compliance: Vendor shall confirm its understanding of each section and provide information, where requested, detailing how it will provide the service. Vendor shall confirm it is in complete compliance, partial compliance, and ability to comply in the future or does not comply. Vendor shall provide details to support its answer.**

3.2 General Requirements.

3.2.1 Vendor shall confirm its understanding that ICN reserves the right to award each circuit connection to a separate Vendor or multiple connections to a Vendor or in any manner that is beneficial to the state.

3.2.2 Vendor shall confirm that all work will be coordinated through the ICN Project Manager.

3.2.3 Vendor shall confirm it will be responsible for obtaining any required permits and all related permit costs.

3.2.4 The Vendor awarded a Contract will be required to provide ICN with a single point of contact for all related inquiries and orders. Contact information will include name, phone number, fax and an E-mail address. Vendor shall also confirm its understanding that it shall be responsible for any of its partners or subcontractors.

3.2.5 Background checks: Vendor shall confirm it will not use any restricted personnel on public property, such as those on a registry due to a criminal conviction and agrees that ICN and or the administration of the location reserve the right to conduct background checks if a concern arises.

3.2.6 Vendor confirms its understanding that it is solely responsible for conducting its own independent research, due diligence or other work necessary for the preparation of responses, negotiation of contracts and the subsequent delivery of services pursuant to any contract resulting from this RFP. ICN takes no responsibility for the completeness or the accuracy of any information presented in this RFP, or otherwise distributed or made available during this selection process or during the term of any subsequent contract.

3.3. Mandatory Requirements: **NOTE: if a Vendor does not provide a "compliant" response and supporting detail to each of the Section 3.3 Mandatory Requirements, the Vendor's bid response will not be evaluated.**

3.3.1 Carriers must deliver all 911 traffic from their area to the ICN for aggregation.

3.3.1.1 Vendor shall identify what county and NXX they are serving to the ICN.

3.3.1.2 Vendor shall identify what PSAP(s) they connect to.

3.3.2 Carriers must delivery all CAMA/911 calls at either the T1 or DS3 carrier level. Vendor shall specify Framing and coding that can be supported.

3.3.3 Carriers will delivery CAMA Trunks/ 911 traffic to two of the five POIs listed below and will provide detail to which will be their primary and which will be their secondary circuit interconnect. Vendor shall identify the 2 POIs proposed in its response. Use of another carrier to aggregate the connectivity is acceptable. Vendor shall detail circuit delivery type as either t1 or ds3 at two of the five POIs:

- 1) Aureon Data Center, 1661 22nd St., West Des Moines, Iowa
- 2) Joint Forces Headquarters (JFHQ), 6100 NW 78th , Johnston, Iowa (ICN NOC)
- 3) North Iowa Area Community College (NIACC), 500 College Dr., Mason City, Iowa (ICN FOTS Room)
- 4) Windstream Data Center, 5617 W. Locust St., Davenport, Iowa
- 5) Kirkwood Community College, 6301 Kirkwood Blvd. SW. Cedar Rapids, Iowa. (telecom room in the basement – ICN FOTS room)

3.3.4 Vendor confirms it will be responsible for meeting all FCC regulated SLAs for CAMA trunk hand-off to the ICN and will be responsible for their reporting duties.

3.3.5 Vendor confirms its understanding it will be responsible to call delivery/ trunk group routing and redundancy to the ICN network who will deliver to HSEMDD Selective Call routers managed by Comtech. Comtech and local carriers will be responsible for trunk group routing/rollovers.

3.3.6 Vendor shall confirm its understanding it will be responsible to obtain its own space, power and cross connects with the collocation sites identified.

3.3.7 A Vendor that receives an award may be allowed to locate equipment within JHFQ or Kirkwood Community College. Vendor shall confirm its understanding it will not be allowed to service other entities from the state locations. The connectivity is being allowed solely for the E911 provisioning purposes.

3.4 Service Requirements.

3.4.1 Capacity. All network components, physical network segments, and TDM/CAMA elements shall be designed with no single points of failure.

3.4.2 Standards.

3.4.2.1 The ICN seeks a standards-based solution that complies with all applicable NENA, Association of Public-Safety Communications Officials (APCO), American National Standards Institute (ANSI), and Internet Engineering Task Force (IETF) standards. Proprietary solutions or solutions with limited compliance with industry-standards may be disqualified if it is determined that the solution will not immediately achieve the ICN's goal of interoperability throughout the State of Iowa.

3.4.2.2 As industry standards evolve, the Vendor's solution shall continue to comply with industry standards. This applies to current and future revisions of standards, and the supporting standards referenced within each standard.

3.4.2.3 All solution updates shall be implemented to maintain industry standards compliance. Vendor shall identify any use of proprietary standards or protocols in its proposed solution, or state that it fully complies with the industry standard requirement. Any limitations, whether technological or philosophical, shall be disclosed in the response.

3.4.3 Vendor shall provide a detailed explanation and relevant drawings explaining how its proposed solution interworks with the ICN.

3.4.4 The ICN's seeks to implement a redundant, resilient, public safety-grade solution with 99.999 percent uptime. Vendor shall propose a network design to provide the infrastructure for interconnecting and providing interoperability between the Vendors identified primary and secondary locations as chosen from the five ICN POIs.

3.4.4.1 Public safety grade is defined as 99.9999% (six nines) see here for definition of PSG http://www.npstc.org/download.jsp?tableId=37&column=217&id=3066&file=Public_Safety_Grade_Report_140522.pdf

3.4.5 The network shall be designed with diverse entrances into each facility that is a part of the data centers, POIs, and other locations. Primary and redundant links shall minimize the sharing of common routes, trenches, or poles. If facility construction is required, Vendor shall identify and detail what is necessary to complete the interconnection. In the event that this is not possible at a given location, Vendor shall indicate how it intends to provide redundant and resilient connectivity to that location. The ICN is open to proposals that provide non-terrestrial transport; however that shall be priced as an option.

3.4.6 Quantities of ES trunks vary per End Office and resiliency designs vary by ILEC. Each ILEC or aggregator will configure each circuit in a primary/secondary overflow pattern (never load sharing). This is because each ILEC will trunk to at least two POIs.

3.4.7 Legacy network design that consisted of EM trunks from Selective Router to PSAPs are replaced with ES trunks from Independent LECs to POI which will connect to Comtech's Legacy Network Gateways (2).

3.4.8 There is a difference between the total quantity of ES trunks and the total quantity of existing EM trunks in a given state. Exact numbers vary, but typically are in the range of 2:1 to 4:1 ES: EM. This difference will be maintained in this architecture.

3.4.9 All facilities housing components shall have security and access control systems that ensure only duly authorized individuals can access the areas housing the ICN's systems and network equipment. Any devices, power distribution, and cross-connect panels feeding E911 infrastructure shall be similarly protected.

3.5 Installation and Implementation.

3.5.1 Upon award of a Contract, the ICN shall negotiate an installation and implementation time schedule with the successful Vendor. The Vendor shall bear the burden of all installation activity. The ICN may consider extended installation time frames, if necessary, when in the best interest of the HSEMD and ICN.

3.5.2 Schedule of Implementation. Vendor shall submit a complete and detailed schedule of the time required for installation steps, utility coordination, cutover and testing. The schedule shall include staff charts, dates, and any cutover aspects. ICN and HSEMD will work with Carriers to establish a logical turn up schedule. The circuit(s) shall be installed in a manner and under a time frame designed to minimize disruption of the E911 system implementation. Any delay in the schedule that is caused by ICN or HSEMD personnel will increase the Vendor's time allowed to cutover by the length of such delay.

3.5.3 The Vendor shall be responsible for supervision, delivery, unpacking, placement, cabling, installation, testing and cutover of any equipment provided by the Vendor. The Vendor shall coordinate all phases of installation with the ICN contact person. The Vendor shall obtain the advice and written approval from ICN before making any modification or alteration to any leased building(s) or grounds. Should HSEMD approval be required for any installation item, ICN will be responsible for obtaining the HSEMD approvals for the Vendor.

3.5.4 The Vendor shall be responsible for development of a complete test plan that validates the operability of the primary and secondary circuits, to include all fail over protocols. This test plan shall be a formal document to be executed by the Vendor upon approval of the ICN and others as required by the ICN. The test plan shall be delivered no later than 30 days after contract award and shall include at least 2 full circuit tests in addition to incremental testing. The Vendor shall describe what methodology and process it intends to use to meet this requirement.

3.5.5 The Vendor shall comply with all applicable Local and National Electric Codes when installing the circuit(s) and it shall ensure that the circuit connectivity conforms to all applicable Local and National Electric Codes.

3.5.6 The ICN Engineering Division must first approve all wiring additions in the JFHQ Armory. All wiring additions to be made at any state facility must first be approved by appropriate authorized facility personnel as specified by ICN and or HSEMD. ICN Engineering Division must have advance knowledge and review of all wiring additions in any location.

3.5.7 Vendor shall confirm its understanding that at the following locations: JFHQ, Mason City and Cedar Rapids, ICN will be providing the "Hands On" and escorted services.

3.5.8 Vendor shall confirm its understanding that access to Windstream and Aureon Data Centers will be through the facility according to its procedures.

3.6 Physical Test. Vendor shall provide a complete system for a physical test, which shall include fully installed and operational circuits: primary and secondary. The duration of the physical test, shall be no shorter than 2 months, which shall be prior to full conversion to a new system to ensure that everything is working properly.

3.6.1 During the physical testing period the circuit(s) shall be processing traffic to confirm full operability and accuracy of reporting functions. After circuit testing for a minimum 2 months, the circuit shall be cutover and made fully operational. Should the Vendor be unable to provide operational circuit(s) for testing and subsequent cutover prior to **February 28, 2019** the Vendor shall be assessed a prorated deduction for each day of delay, which will be deducted from Vendor invoices once the circuit is operational. The ICN shall not hold the Vendor responsible for delays beyond the Vendor's control, however; the Vendor must take appropriate measures to mitigate any delay and shall keep the ICN fully aware of any potential issues that may cause a delay. The assessment of a deduction shall be at the sole discretion of the ICN.

3.6.2 Comtech Test. Vendor shall acknowledge it will participate and is able to meet the preliminary testing required by Comtech.

Step Name	Description	Expected Result
Step 1	Provision the system to correctly provide data.	Database is correctly provisioned
Step 2	Start Sniffers Tester makes a 9-1-1 test call	A correctly formatted INVITE is sent to the PSAP with address information and a two-way speech path is established for the duration of the call.
Step 3	Have PSAP call taker confirm information on their screens	Correct information is displayed and formatted at the PSAP. Verify subscriber address shown on the screen.
Step 4	Have tester hang up the call	Call terminates appropriately
Step 5	Have PSAP hang up the call	Use Call Taker Station (CTS) to terminate the call.

3.6.2.1 Vendor will deliver calls via CAMA trunks to two (2) of the ICN Points of Interconnect, selected by the Vendor. Vendor shall acknowledge the additional testing and coordination tasks Vendor (wireline carrier) will be required to perform and or assist with will include, but are not limited to the following:

- Vendor will work with ICN and Comtech to provide the needed information to initiate **physical and logical** testing and turn up of new CAMA trunks.
- Vendor shall assist ICN with test and turn-up of the physical circuit to the ICN POI and assist with ICN transport to each 911 presence in the Aureon's West Des Moines data center and Windstream's Davenport datacenter.
- Vendor will assist with SS7 and audio testing and turn up of Integrated Services Digital Network User Part (ISUP) trunk groups to each trunk group to each of the two 911 datacenter presence.
- Cutover Wireline traffic to live PSAP and make test calls to ensure calls route and get delivered to correct PSAP (plus possible transfer scenarios to other PSAPs, depending on PSAP basis)

3.7 Access To Technical Staff. The Vendor shall detail the procedures by which it communicates with technical personnel from participating suppliers and HSEMD, ICN, Comtech and or PSAP. The Vendor shall specify the level of assistance expected from such technical personnel to resolve service-related issues.

3.7.1 Vendor shall confirm its acknowledgement and understanding that it will coordinate with each PSAP, as the PSAP will provide technical/staff resources to enable testing, such as, but not limited to the following; one person to make test calls and one person to receive calls and make transfers at a PSAP position available for testing. Pre-migration testing will occur. Retests, if needed, are typically one (1) hour on a designated day each week. The PSAP resource at the position can be the CPE Vendor resource, who in addition to testing the receiving and transferring of calls, will also perform the duties of "lift and lay" of the test trunk – moving one live CAMA trunk from the legacy system to Comtech (note: provision will be made at time of testing to prevent live traffic on the test trunk as well as transferring a live call to an administrative line should all other trunks be busy during the time of testing. The PSAP resource initiating test 911 calls must have a standard phone line with a known ten digit phone number and not a line from a PBX. A fax line or CPE test modem line can be used. PSAP resources receiving test calls will be asked about the quality of the call e.g. the volume is at the appropriate level and if there is echo experienced on the line. Document the phone number at the start of the testing as you will be asked by the Test Lead. The physical location of the phone making the test 911 calls will need to be at a far enough distance from the person receiving the call from the PSAP position. This will remove the possibility of unnecessary echo as part of the testing is to assess call quality. The Method of Procedure (MOP) supplied by the ICN must be printed and reviewed to be prepared for the physical transfer of the trunk. If any pre-wiring needs to be completed ahead of time, it will make testing go more quickly.

3.8 Escalation Procedures. Vendor shall outline a detailed jurisdiction-level escalation process to be used during incidents that affect service, particularly those that result in critical service outages. Vendor shall describe how discrepancies in the service level agreement (SLA) incident levels may be escalated and addressed. Vendor shall confirm it will provide its escalation procedures with its response, which will be incorporated into any resulting contract. This notification shall be integrated with the notification processes described above, based on alarm or incident. Vendor shall provide a detailed explanation of how its proposed solution meets or exceeds the above requirements.

3.9 SLA for Incident Management. It is expected that the awarded Vendor will have processes and procedures for supporting a NOC/SOC that can rapidly triage calls. Vendor shall describe the attributes of its incident severity levels, including response and resolution times for each severity level, and how response and resolution times are measured.

3.10 Outage Notification and Reason for Outage (RFO) Report.

3.10.1 Notification. Vendor shall specify how its Network Operations Center (NOC) informs participating PSAPs or their designee of problems with the network, scheduled outages, and upgrades. Tickets related to the services delivered to Vendor suppliers shall be forwarded automatically and notification shall be provided via electronic communications to ICN entities. Vendor understands that the third parties requiring notification may change, depending on the alarm or incident. Vendor shall provide a detailed explanation of how its proposed solution meets or exceeds the above requirements.

3.10.2 Vendor confirms that it shall comply with all applicable FCC rules throughout the term of the services contract awarded.

3.10.3 Vendor confirms its understanding that if awarded a contract it shall notify the ICN within 30 minutes of discovering an outage that may impact 911 services. At the time of initial notification, the Vendor shall convey all available information that may be useful in mitigating the effects of the outage, as well as a name, telephone number, ticket or reference number, and email address at which the service provider can be reached for follow-up. The Vendor is responsible for coordinating data gathering, troubleshooting and reporting on behalf of its subcontractors.

3.10.4 Provider shall communicate any additional material information to the ICN or its designee no later than two hours after the initial contact and at intervals no greater than two hours thereafter until normal 911 service is restored. This information shall include the nature of the outage, its best-known cause, the geographic scope of the outage, the estimated time for repairs, and any other information that may be useful to the management of the affected facility.

3.10.5 Following the restoration of normal 911 service, Vendor shall provide a Reason for Outage (RFO) Report/Root Cause Analysis to the ICN and/or its designee, no later than 30 days after discovering the outage. Vendor shall describe its compliance with the notification and reporting requirements stated above. Vendor shall describe the NOC/SOC tools and techniques at its disposal to ensure that its various suppliers and subcontractors perform troubleshooting and post-event analysis, and provide associated reports.

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3.11 Price. Vendor shall provide the following pricing related information for each CAMA trunk connection being quoted:

3.11.1 Vendor shall provide an all-inclusive Price to deliver CAMA trunks to a primary and secondary location on the POI list. Vendor shall provide corroborating cost details on a per CAMA trunk and TDM carrier basis for Monthly Reoccurring Charges (MRC), as well as any installation or one time fees (NRC).

Primary Location (1, 2, 3, 4 or 5): _____

Term	MRC	NRC
12 Months (w/ 5 one year renewals)		
24 Months (w/ 4 one year renewals)		
36 Months (w/ 3 one year renewals)		
60 Months (w/ 1 one year renewal)		

Secondary Location (1, 2, 3, 4 or 5): _____

Term	MRC	NRC
12 Months (w/ 5 one year renewals)		
24 Months (w/ 4 one year renewals)		
36 Months (w/ 3 one year renewals)		
60 Months (w/ 1 one year renewal)		

3.11.2 Carrier shall provide a Firm Order Commitment (FOC) date for each CAMA based circuit, understanding that this is for the physical circuit, while the logical call routing will ultimately be decided between Comtech and each carrier.

CHAPTER 4

EVALUATION CRITERIA

4.1 Award Process.

4.1.1 An evaluation committee assigned by personnel within the ICN will review the Bid Proposals. The evaluation committee will consider all information provided when making its recommendation and may consider relevant information from other sources. By virtue of statutory authority, a preference will be given to products and provisions grown and coal produced within the State of Iowa.

4.1.2 The evaluation committee reserves the right to request oral presentations and conduct a Best and Final Offer (BAFO) process with not more than four (4) RFP finalists whose RFP response packages scored the highest. The determination of whether to request an oral presentation and/or BAFO is entirely at the discretion of the evaluation committee. The identity of all finalists shall remain confidential until the ICN issues a notice of intent to award the contract. Oral presentations and/or submission of BAFOs shall be scheduled at a due date and time determined by the ICN. Any BAFO requested by the ICN shall be submitted in sealed envelopes to the Issuing Officer on or before the time and date determined by the ICN. Evaluation of BAFOs and/or oral presentations shall be conducted and scored in exactly the same manner as the original proposals. The evaluation committee shall consider the Technical Proposal and ICN Organization information available in the original response to the RFP as well as information presented in the oral presentation in determining the final score for the Technical Proposal and ICN Organization. Scores from the four (4) finalists on any BAFO and/or oral presentation shall replace the score achieved in the original evaluation.

4.1.3 The evaluation committee will make a recommendation to the Executive Director of the ICN indicating the committee's recommendations for which Vendor it believes the ICN should select to receive Contract. The Executive Director will select the Vendor to receive the award. The Executive Director is not bound by the committee's recommendation. All Vendors submitting Bid Proposals will receive notification of the award.

4.1.4 All applicable contracting requirements imposed by this RFP and Iowa law shall be met by the Vendor. The successful Vendor must, in a timely manner, enter into Contract with the ICN to implement the services contemplated by this RFP. Failure of a successful Vendor to agree to the terms of a Contract within a timely manner may be grounds for the ICN to award to the next compliant Vendor for that site.

4.2 Evaluation Criteria. The bid proposals will be evaluated using a scoring system which will be made available at the time of the Bid Opening. Evaluation of bid proposals will be based on, but not limited to, the general criteria, included in the Vendor response to Chapter 3. It shall be Vendor's responsibility to insure that the proposal offered fully iterates the Vendor ability to perform the RFP requirements, and to clearly show how the Vendor would perform the requested services. The ICN shall not necessarily award the contract to the Vendor offering the lowest cost to the State. The ICN may award a contract to the most responsible Vendor meeting the requirements of this RFP and which in the determination of ICN provides the best value to the State after considering price and compliance with the provisions of this request

ATTACHMENT 1
CONTRACT TERMS AND CONDITIONS
RFP 18-069

SECTION 1. IDENTITY OF THE PARTIES.

1.1 The Iowa Communications Network (ICN) is authorized by the Iowa Code Chapter 8D to operate a communications network in the State of Iowa. The ICN's address is Grimes State Office Building, 400 East 14th Street, Des Moines, IA 50319.

1.2 **Vendor** is a **corporation** qualified to provide telecommunications services and is authorized to conduct business in the State of Iowa. **Vendor** address is (**awarded vendor will be listed**).

SECTION 2. PURPOSE. The parties have entered into this Agreement for the purpose of Vendor **providing CAMA trunks and 911 call deliveries to the ICN POI**. ICN is entering into this Agreement pursuant to Iowa Code Chapter 8D.

SECTION 3. TERM. This Agreement is effective upon signature of both Parties and shall continue for (**identify term & renewals**). The Agreement may be renewed upon mutual written agreement of the Parties.

SECTION 4. DOCUMENTS INCORPORATED BY REFERENCE.

4.1 Incorporation of Bid Proposal Documents. The Request for Bid Proposal and the Vendor's bid proposal in response to this RFP, together with any clarifications, attachments, appendices, amendments or other writings of the ICN or the Vendor (collectively bid proposal) are incorporated into this Agreement by this reference as if fully set forth in this Agreement.

4.2 Contractual Obligations of Vendor. The terms and conditions of the bid proposal and of the RFP are made contractual obligations of the Vendor.

4.3 Contents of Agreement. The parties acknowledge that this Agreement consists of this document as well as the RFP and the bid proposal and that the parties are obligated to perform as set forth in the RFP and the bid proposal to the same extent that they are obligated to perform the specific duties set forth in this document.

4.3.1 Order of Preference. In the case of any inconsistency or conflict between the specific provisions of this document, the RFP or the bid proposal, any inconsistency or conflict shall be resolved as follows:

4.3.2 First by giving preference to the specific provisions of this Agreement.

4.3.3 Second, by giving preference to the specific provisions of the RFP.

4.3.4 Third, by giving preference to the specific provisions of the bid proposal.

4.4 Intent of References to Bid Documents. The references to the parties' obligations, which are contained in this document, are intended to change, supplement or clarify the obligations as stated in the RFP and the bid proposal. The failure of the parties to make reference to the terms of the RFP or bid proposal in this document shall not be construed as creating a conflict and will not relieve the Vendor of the contractual obligations imposed by the terms of the RFP and the bid proposal. Terms offered in the bid proposal, which exceed the requirements of the RFP, shall not be construed as creating an inconsistency or conflict with the RFP or this document. The contractual obligations of the ICN cannot be implied from the bid proposal.

SECTION 5. DEFINITIONS. The following words shall have the meanings set forth below. Words in the singular shall be held to include the plural and vice versa, and words of gender shall be held to include the other gender as the context requires. For the purposes of this Contract, the following terms and all other terms defined in this Contract shall have the meanings so defined unless the context clearly indicates otherwise.

5.1 "Agreement" or "Contract" shall mean this document and any amendments to this document or any other documents incorporated by reference. "Contract" used with Chapter 3 of the RFP shall mean a binding agreement between two or more parties related to goods or services.

5.2 "CAMA" shall mean Centralized Automated Message Accounting that is typically setup as call associated signaling. CAMA trunks are used both between the originating End Office (EO) and the Selective Router (SR) as well as between the SR and the PSAP.

5.3 "Circuit" shall mean a discrete (specific) path between two or more points along which signals

5.4 "Comtech" shall mean the Vendor for Selective routing and ESInet management and delivery to State of Iowa PSAPs.

5.5 "Customer(s)" shall mean end user(s) of the ICN services, as authorized by Iowa Code.

5.6 "ES Trunk" Shall mean emergency services trunk.

5.7 "EM Trunk" Shall Mean Electro Magnetic circuit path

5.8 "Emergency Services Internet Protocol Network" or "ESInet" means a system using broadband packet-switched technology that is capable of supporting the transmission of varying types of data to be shared by all public or private safety agencies that are involved in an emergency.

5.9 "Enhanced 911" or "E911" means a service that provides the user of a communications service with the ability to reach a public safety answering point by using the digits 911, and that has the following additional features: a. Routes an incoming 911 call to the appropriate public safety answering point. b. Automatically provides voice, displays the name, address or location, and telephone number of an incoming 911 call(s) and public safety agency servicing the location.

5.10 "Escorted Access" ICN retains the right to require that certain Authorized Persons and any visitors be accompanied at all times by an ICN escort, for the purpose of installing, operating, maintaining, repairing or removing the Equipment, within state owned facilities.

5.11 "Hands On" shall mean ICN's technical assistance which may include following Customer's express instructions relating to remote management, installation or troubleshooting of Customer's Equipment or any other assistance agreed to by ICN in an Order. This feature is available at the discretion of the ICN staff.

5.12 "HSEMD" shall mean the Department of Homeland Security and Emergency Management.

5.13 "ICN" shall mean the Iowa Telecommunications and Technology Commission operating the Iowa Communications Network.

5.14 "ILEC" shall mean Incumbent Local Exchange Carrier.

5.15 "IP" shall mean Internet Protocol.

5.16 "Legacy Network Gateway" shall mean An NG9-1-1 Functional Element that provides an interface between a non-IP originating network and a Next Generation Core Services (NGCS) enabled network.

5.17 "POI" shall mean Point of Interconnect.

5.18 "PSAP" shall mean Public-Safety Answering Point (PSAP), sometimes called "public-safety access point", is a call center responsible for answering calls to an emergency telephone number for police, firefighting, and ambulance services.

5.19 "Selective Router" shall mean The process by which 9-1-1 calls/messages are routed to the appropriate PSAP or other designated destination, based on the caller's location information, and may also be impacted by other factors, such as time of day, call type, etc. Location may be provided in the form of an MSAG-valid civic address or in the form of geo coordinates (longitude and latitude). Location may be conveyed to the system that performs the selective routing function in the form of ANI or pseudo-ANI associated with a preloaded ALI database record (in Legacy 9-1-1 systems), or in real time in the form of a Presence Information Data Format – Location Object (PIDFLO) (in NG9-1-1 systems) or whatever forms are developed as 9-1-1 continues to evolve.

5.20 "Service" shall mean that which is ordered by ICN and provided by Vendor, and carried by Vendor to the identified Point of Interconnect.

5.21 "SLA" shall mean Service Level Agreement.

5.22 "State" shall mean the State of Iowa and all of its departments, boards, and commissions, including the ICN.

5.23 "TDM" shall mean Time Division Multiplexing, which is a method of transmitting and receiving independent signals over a common signal path by means of synchronized switches at each end of the transmission line so that each signal appears on the line only a fraction of time in an alternating pattern

5.24 "USF" shall mean Universal Service Fund.

5.25 "Vendor" shall mean [Vendor will be listed].

5.26 "Wireline" shall mean the existing plain old telephone system that feeds individuals and business.

SECTION 6. SCOPE OF WORK.

6.1 Scope of Services.

6.1.1. The services to be performed pursuant to and as a result of this Agreement by the Vendor are described on Schedule A attached hereto and made a part hereof by this reference.

6.1.2 The Vendor shall prepare and deliver specifications to the ICN which will detail the design, technical and functional capabilities, look and feel, and other attributes related to the project, all as more fully described in Schedule A.

6.2 Amendments to Scope of Services and Specifications. The parties agree that Schedule A, Scope of Services, and the specifications, may be revised, replaced, amended or deleted at any time during the term of this Agreement to reflect changes in service or performance standards upon the mutual written consent of the parties.

6.3 Brand Name or Equal Items. Unless otherwise provided in the invitation for bid, the name of a certain brand, make or manufacturer does not restrict bidders to the specific brand, make or manufacturer named; it conveys the general style, type, character, and quality of the article desired, and any article which the County in its sole discretion determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted.

6.4 Formal Specifications. When a solicitation contains a specification which states no substitutes, no deviation therefrom will be permitted and the bidder will be required to furnish articles in conformity with that specification. The bidder shall abide by and comply with the true intent of the specifications and not take advantage of any unintentional error or omission, but shall fully complete every part as the true intent and meaning of the specifications and drawings. Whenever the mention is made of any articles, material, or workmanship to be in accordance with laws, ordinances, building codes, underwriter's codes, A.S.T.M. regulations or similar expressions, the requirements of these laws, ordinances, etc., shall be construed as to the minimum requirements of these specifications.

6.5 Industry Standards. Services rendered pursuant to this Agreement shall be performed in a professional and workmanlike manner in accordance with the terms of this Contract and with generally acceptable industry standards of performance for similar tasks and projects. In the absence of a detailed specification for the performance of any portion of this Agreement the parties agree that the applicable specification shall be the generally accepted industry standard. As long as the ICN notifies Vendor promptly of any services performed in violation of this standard, Vendor will re-perform the services, at no cost to ICN, such that the services are rendered in the above-specified manner.

6.6 Non-Exclusive Rights. This Agreement is not exclusive. The ICN reserves the right to select other Vendors to provide services similar or identical to the Scope of Services described in this Agreement during the term of this Agreement.

6.7 Staffing. The ICN reserves the right to disapprove any employee of Vendor who is assigned to provide services pursuant to this Agreement or to request Vendor to remove an employee from providing services pursuant to this Agreement at any time during the Agreement's duration if the employee fails to perform as required by Vendor and/or ICN, which includes adherence to State of Iowa work rules and policies including background checks and training requirements.

SECTION 7. COMPENSATION.

7.1 Payment Terms. The Vendor shall identify services rendered and submit itemized invoices for amounts owed on a monthly basis. ICN shall pay all approved invoices in arrears and in conformance with Iowa Code. ICN may pay invoices in less than 60 days as provided in Iowa Code; however, an election to pay in less than sixty (60) days shall not act as an implied waiver of Iowa Code. Any sums owed to ICN by the Vendor shall be itemized and deducted from the Vendor's invoice prior to submission. Notwithstanding anything herein to the contrary, ICN shall have the right to dispute any invoice submitted for payment and withhold payment of any disputed amount if ICN believes the invoice is inaccurate or incorrect in any way. Invoices shall be submitted to ICN Finance – Accounts Payable, Grimes State Office Building, 400 East 14th Street, Des Moines, IA 50319.

7.2 Pricing. The pricing matrix is described in Schedule A. The parties agree that the pricing may be revised, replaced, amended or deleted at any time during the term of this Agreement upon the mutual written consent of the parties.

7.2.1 If Vendor fails to submit an invoice within 60 days after shipment of the goods or provision of the service pursuant to this Contract, the ICN shall be excused from any liability owing to the Vendor and shall not pay invoices submitted after the 60th day. Additionally, ICN must receive all fiscal year invoices no later than July 15. ICN shall be excused from any liability owing to the Vendor and shall not pay invoices submitted after July 15.

7.3 Reimbursable Expenses. There shall be no reimbursable expenses associated with this Agreement separate from the compensation referred to in this section. Vendor shall be solely responsible for all costs and expenses, including, but not limited to, travel, mileage, meals, lodging, equipment, supplies, personnel, training, salaries, benefits, insurance, conferences, long distance telephone, and all other costs and expenses of Vendor.

7.4 Freight. The ICN requests that all shipments be quoted and delivered F.O.B. Point of Destination, Freight paid by Vendor. Vendor bears all risk of loss during shipment of goods. The Vendor shall properly package goods. The State will not accept noticeably damaged goods. The State reserves the right to inspect the goods at a reasonable time subsequent to delivery in the event the State is unable to perform an adequate inspection of the goods at the time of delivery. If the State discovers damaged or defective goods not readily apparent at the time of delivery, the State shall have the right to return goods at no cost to the State, regardless of when the damage or defect is discovered.

7.4.1 The ICN expects common freight carriers to be used. No delivery charges shall be added to invoices except when express delivery is authorized and substituted on orders for the method specified in the contract.

7.5 Set Off. In the event that Vendor owes ICN or the State of Iowa any sum under the terms of this Contract, any other Contract, pursuant to any judgment, or pursuant to any law; ICN may set off the sum owed to ICN or the State against any sum billed to ICN by the Vendor in ICN's sole discretion unless otherwise required by law. The Vendor agrees that this provision constitutes proper and timely notice under the law of setoff.

7.6 Delay of Payment Due To Vendor's Failure. If the ICN in good faith determines that the Vendor has failed to perform or deliver any service or product as required by this Contract, the Vendor shall not be entitled to any compensation under this Contract until such service or product is completed or delivered. In the event of partial performance, the ICN may withhold that portion of the Vendor's compensation, which represents payment for the unsatisfactory services.

7.7 The Vendor shall audit the invoices presented to the ICN to ensure that they are proper, current and correct. The Vendor has 30 days from the date of invoice to present and resolve any discrepancies with the ICN. The Vendor shall notify the ICN of any and all discrepancies that the audit(s) reveals.

SECTION 8. INSURANCE.

8.1 Coverage Requirements. The Vendor, and any subcontractors performing the services required under this Agreement, shall maintain in full force and effect, with insurance companies of recognized responsibility, at its own expense, insurance covering its work during the entire term of this Agreement and any extensions or renewals thereof. The insurance shall be of the type and in the amounts as reasonably required by the ICN. The Vendor's insurance shall, among other things, insure against any loss or damage resulting from or related to the Vendor's performance of this Agreement. All such insurance policies should remain in full force and effect for the entire life of this Agreement and shall not be canceled or changed except with the advance written approval of the ICN.

8.2 Types of Coverage. Unless otherwise requested by the ICN, Vendor shall, at its sole cost, cause to be issued and maintained during the entire term of this Agreement (and any extensions or renewals thereof) the insurance coverages set forth below, each naming the State of Iowa and the ICN additional insureds or loss payees, as applicable:

<i>Type</i>	<i>Amount</i>
Workers Compensation and Employer Liability	As Required By Iowa Law
General Liability (including contractual liability) written on an occurrence basis	
GENERAL AGGREGATE	\$3 million
PRODUCT LIABILITY	\$1 million
PERSONAL INJURY	\$1 million
COMPREHENSIVE AGGREGATE	\$1 million
EACH OCCURRENCE	\$1 million
Automobile Liability, including any auto, hired autos and non owned autos COMBINED SINGLE LIMIT	\$1 million

8.3 Coverage for State Property on Vendor Premises. The policies shall provide coverage for damages to the State's property, which occurs on the Vendor's premises or premises under the control of the Vendor or Vendor's subcontractors.

8.4 Claims Made Coverage. All insurance policies required by this Agreement must provide coverage for all claims arising from activities occurring during the term of the policy regardless of the date the claim is filed or expiration of the policy.

8.5 Notice Regarding Cancellation. Certificates of insurance, which provide that the ICN will be notified at least thirty (30) days prior to cancellation of the coverage required by this Agreement must be provided by the Vendor and any subcontractors to the ICN at the time of execution of the Agreement or at a time mutually agreeable to the parties.

8.6 No Limitation of Liability. The receipt of insured certificates by the ICN does not constitute approval of the coverage contained in the certificates, and the Vendor remains responsible for determining that its insurance coverage meets each and every requirement of this Agreement. Acceptance of the insurance certificates by the ICN shall not act to relieve the Vendor of any obligation under this Agreement. Only companies authorized to transact business in the State of Iowa shall issue the insurance policies and certificates required by this Section. It shall be the responsibility of the Vendor to keep the respective insurance policies and coverages current and in force during the life of this Agreement.

8.7 Warranty. The Vendor warrants that it has examined its insurance coverage to determine that the State of Iowa and the ICN can be named as additional insured without creating an adverse effect on the Vendor's coverage.

8.8 Waiver of Subrogation Rights. The Vendor shall obtain a waiver of any subrogation rights that any of its insurance carriers might have against State of Iowa and the ICN. The waiver of subrogation rights shall be indicated on the certificates of insurance coverage supplied to the ICN.

SECTION 9. CONFIDENTIAL INFORMATION.

9.1 During the course of this Agreement each party may disclose, to the other either directly or indirectly, certain data which is proprietary which shall be referred to as "Confidential Information" of the disclosing party and which must remain confidential. Confidential Information may include without limitation, among other things, such items as security information, user information, data, knowledge, trade secrets and other proprietary information, methodologies, developments, software, software documentation, inventions, processes, and other nonpublic information in oral, graphic, written, electronic or machine readable form.

9.2 The parties acknowledge that information and material in the hands of the ICN is generally public information unless it is specifically allowed by law to be maintained as Confidential Information.

9.3 The parties acknowledge that some information in the hands of the ICN is strictly confidential and is not subject to release as a matter of law. The Vendor shall abide by all such statutory provisions when handling sensitive ICN information identified as confidential.

9.4 All written or electronic Confidential Information shall be clearly marked as Confidential Information by the party providing the Confidential Information at the time of disclosure to the other party.

9.5 If the Confidential Information is disclosed orally, and reduced to writing, the receiving party must treat the information as Confidential Information.

9.6 The Vendor shall limit such identification to information it reasonably believes it is entitled to confidential treatment pursuant to Iowa Code Chapter 22 or other applicable law.

9.7 In the event a public records request is made to the ICN pursuant to Iowa Code Chapter 22, regarding the Confidential Information of the Vendor, the ICN shall immediately notify the Vendor of the request by telephone and fax. The ICN will respond to the request for information within 15 days thereafter with a release of the information unless the Vendor has obtained an injunction preventing release of the requested information.

9.8 The obligations of this Agreement do not apply to Confidential Information which:

9.8.1 Was rightfully in the possession of the receiving party from a source other than the disclosing party prior to the time of disclosure of the Confidential Information to receiving party.

9.8.2 Was known to the receiving party prior to the disclosure of the Confidential Information from the disclosing party;

9.8.3 Was disclosed to the receiving party without restriction by an independent third party having a legal right to disclose the Confidential Information;

9.8.4 Becomes public knowledge, other than through an act or failure to act of the disclosing party;

9.8.5 Is publicly available or in the public domain when provided;

9.8.6 Is independently developed by the disclosing party; or

9.8.7 Is disclosed pursuant to law, subpoena or the order of a court or government authority.

9.9 The parties shall have the following duties relating to the Confidential Information:

9.9.1 The Vendor shall designate one individual who shall remain the responsible authority in charge of all data collected, used or disseminated by the Vendor in connection with the performance of this Agreement. The Vendor shall accept responsibility for providing adequate supervision and training to its agents and employees to ensure compliance with the terms of this Agreement. The private and confidential data shall remain the property of the ICN at all times.

9.9.2 The Confidential Information of either party shall be held in strict confidence by the receiving party and shall not be disclosed or used by the receiving party without the prior written consent of the disclosing party, except as provided in this Agreement or as may be required by law pursuant to available confidentiality restrictions.

9.9.3 The parties shall use their best efforts to protect the Confidential Information in its possession.

9.9.4 The parties shall restrict disclosure of the Confidential Information solely to those of its employees, agents, consultants and attorneys with a need to know in order to accomplish the purpose of this Agreement.

9.9.5 The parties shall protect the Confidential Information from disclosure to or access by unauthorized persons.

9.9.6 The parties shall use the Confidential Information solely for the purpose of this Agreement and for no other purpose.

9.9.7 The parties shall not duplicate the Confidential Information in any form, except as may be necessary to accomplish the purpose of this Agreement.

9.9.8 The parties shall advise each of its employees, agents, consultants and attorneys who receive the Confidential Information of the obligations of confidentiality and restrictions on the use set forth herein.

9.9.9 The parties shall immediately return the Confidential Information and all copies thereof, to each other upon the earlier of the expiration of the need therefore or the termination of this Agreement in order to accomplish the purpose.

9.10 The provisions of this Agreement shall apply to all Confidential Information disclosed by the parties to each other over the course of this Agreement. The parties' obligations under this provision shall survive expiration and termination of this Agreement and shall be perpetual.

9.11 The Vendor shall indemnify the ICN for a violation of this Section. The Vendor shall notify the ICN prior to the destruction of these materials and shall provide the ICN with the opportunity for proper destruction of these materials.

9.12 No Confidential Information will be exported to any country in violation of the United States Export Administration Act and the regulations thereunder.

SECTION 10. VENDOR WARRANTIES.

10.1 Construction of Warranties Expressed in this Agreement with Warranties Implied by Law. All warranties made by the Vendor in all provisions of this Agreement and the bid proposal by the Vendor, whether or not this Agreement specifically denominates the Vendor's promise as a warranty or whether the warranty is created only by the Vendor's affirmation or promise, or is created by a description of the materials and services to be provided, or by provision of samples to the ICN, shall not be construed as limiting or negating any warranty provided by law, including without limitation, warranties which arise through course of dealing or usage of trade. The warranties expressed in this Agreement are intended to modify the warranties implied by law only to the extent that they expand the warranties applicable to the goods and services provided by the Vendor.

10.2 The Vendor warrants that all the concepts, materials produced, the work product and the information, data, designs, processes, inventions, techniques, devices, and other such intellectual property furnished, used, or relied upon by the Vendor or the ICN will not infringe any copyright, patent, trademark, trade dress, or other intellectual property right of the Vendor or others. Any intellectual property provided to the ICN pursuant to the terms of this Agreement, shall be wholly original with the Vendor or the Vendor has secured all applicable interests, rights, licenses, permits, or other intellectual property rights in such concepts, materials and work.

10.3 The Vendor represents and warrants that the concepts, materials and the ICN's use of same and the exercise by the ICN of the rights granted by this Agreement shall not infringe upon any other work, other than material provided by the ICN to the Vendor to be used as a basis for such materials, or violate the rights of publicity or privacy of, or constitute a libel or slander against, any person, firm or corporation and that the concepts, materials and works will not infringe upon the copyright, trademark, trade name, literary, dramatic, statutory, common law or any other rights of any person, firm or corporation or other entity.

10.4 The Vendor warrants that all of the services to be performed hereunder will be rendered using sound, professional practices and in a competent and professional manner by knowledgeable, trained and qualified personnel.

10.5 The Vendor warrants that the deliverables under this Agreement will operate in conformance with the terms and conditions of this Agreement.

10.6 The Vendor warrants that it has full authority to enter into this Agreement and that it has not granted and will not grant any right or interest to any person or entity which might derogate, encumber, or interfere with the rights granted to the ICN.

10.7 The Vendor warrants that all obligations owed to third parties with respect to the activities contemplated to be undertaken by the Vendor pursuant to this Agreement are or will be fully satisfied by the Vendor so that the ICN will not have any obligations with respect thereto.

10.8 The Vendor warrants that it is the owner of or otherwise has the right to use and distribute the software, the materials owned by the Vendor and any other materials, and methodologies used in connection with providing the services contemplated by this Agreement.

10.9 The Vendor expressly warrants to the standards in the industry all aspects of the goods and services provided by it or used by the Vendor and the ICN in performance of this Agreement.

10.10 The Vendor unconditionally warrants that all equipment supplied and installed for the purpose of fulfilling its obligations under this Agreement are fit for the purpose intended, that it complies with industry standards and that the equipment is compatible with the State's equipment.

SECTION 11. INDEMNIFICATION BY VENDOR. The Vendor agrees to defend, indemnify and hold the ICN, and the State of Iowa, its employees, agents, board members, appointed officials and elected officials, harmless from any and all demands, debts liabilities, damages, loss, claims, suits or actions, settlements, judgments, costs and expenses, including the reasonable value of time expended by the Attorney General's Office, and the costs and expenses and attorney fees of other counsel required to defend the ICN or the State of Iowa related to or arising from:

11.1 Any violation or breach of this Agreement including without limitation any of the Vendor's representations or warranties; or

11.2 Any acts or omissions, including, without limitation, negligent acts or omissions or willful misconduct of Vendor, its officers, employees, agents, board members, contractors, subcontractors, or counsel employed by Vendor in the performance of this Agreement, or any other reason in connection with the goods and services provided under this Agreement; or

11.3 Claims for any violation of any intellectual property right including but not limited to infringement of patents, trademarks, trade dress, trade secrets, or copyrights arising from the any of the goods or service performed in accordance with this Agreement; or

11.4 The Vendor's performance or attempted performance of this Agreement; or

11.5 Any failure by the Vendor to comply with all local, State and Federal laws and regulations; or

11.6 Any failure by the Vendor to make all reports, payments and withholdings required by Federal and State law with respect to social security, employee income and other taxes, fees or costs required by the Vendor to conduct business in the State of Iowa.

11.7 The Vendor's duty to indemnify as set forth in this Section shall survive the expiration or termination of this Agreement and shall apply to all acts taken in the performance of this Agreement regardless of the date any potential claim is made or discovered by the ICN.

SECTION 12. RESERVED

SECTION 13. RESERVED

SECTION 14. TERMINATION.

14.1 Termination For Lack Of Authority or Funding. Notwithstanding anything in this Agreement to the contrary and subject to the limitations, conditions and procedures set forth below, the ICN shall have the right to terminate this Agreement without penalty and without any advance notice as a result of any of the following for which ICN will provide the Vendor with written notice of cancellation:

14.1.1 The Legislature or Governor fails, in the sole opinion of the ICN, to appropriate funds sufficient to allow the ICN, or any state agency or department charged with responsibility to perform any of the ICN's obligations under this Agreement, to either meet its obligations under this Agreement or to operate as required to fulfill its obligations under this Agreement; or

14.1.2 If funds are de-appropriated, not allocated or if the funds needed by the ICN, in the ICN's sole discretion, are insufficient for any other reason; or

14.1.3 If the ICN's, or any responsible State agency's or department's authorization to conduct its business is withdrawn or there is a material alteration in the programs or any other program the ICN administers; or

14.1.4 If the ICN's duties are substantially modified.

14.2 Termination for Cause. The ICN may terminate this Agreement upon written notice for the substantial breach by Vendor of any material term if such breach is not cured by Vendor within the time period specified in the ICN's notice of breach or any subsequent notice or correspondence delivered by the ICN to Vendor. If a cure is feasible and an opportunity to cure is provided, the notice shall specify the exact date by which the condition must be cured. Following expiration of the opportunity to cure or notice from the ICN, the ICN may seek any legal or equitable remedy authorized by this Agreement or by law. Substantial breach events include but are not limited to the following:

14.2.1 Vendor fails to perform as required by this Agreement.

14.2.2 Vendor fails to make substantial and timely progress toward performance or fails to meet any of the material specifications and requirements stated in this Agreement, including without limitation the warranties provided in this Agreement, in the RFP or in the Vendor's bid proposal.

14.2.3 Vendor fails to conform to the specifications as required by the RFP and the Vendor's response to the RFP.

14.3 Termination Upon Notice. Following 30 days written notice, the ICN may terminate this Contract in whole or in part without the payment of any penalty or incurring any further obligation to the Vendor. Termination can be for any reason or no reason at all if it is in the best interests of the ICN. Following termination upon notice, the Vendor shall be entitled to compensation, upon submission of invoices and proper proof of claim, for goods and or services provided under the Contract to the State up to and including the date of termination.

14.4 Immediate Termination. The ICN may terminate this Agreement effective immediately without advance notice and without penalty for any of the following reasons:

14.4.1 Vendor furnished any statement, representation, warranty or certification in connection with this Agreement, which is materially false, deceptive, incorrect or incomplete.

14.4.2 Vendor fails to perform, to the ICN's satisfaction, any material requirement of this Agreement or is in violation of any material provision of this Agreement, including, without limitation, the express warranties made by the Vendor.

14.4.3 The ICN determines that satisfactory performance of this Agreement is substantially endangered or that a default is likely to occur.

14.3.4 Vendor becomes subject to any bankruptcy or insolvency proceeding under Federal or State law to the extent allowed by applicable Federal or State law including bankruptcy laws.

14.4.5 Vendor terminates or suspends its business.

14.4.6 The ICN reasonably believes that Vendor has become insolvent or unable to pay its obligations as they accrue consistent with applicable Federal or State law.

14.4.7 It is alleged that Vendor's processes or materials violate any valid patent, trademark, copyright, other intellectual property right or contract, and the ICN reasonably believes that the allegation may impair Vendor's performance of this Agreement.

14.4.8 Vendor has failed to comply with all applicable Federal, State, and local laws, rules, ordinances, regulations and orders when performing within the scope of this Agreement.

14.3.9 Vendor has engaged in conduct that has or may expose the ICN to liability, as determined in the ICN's sole discretion.

14.4.10 Vendor has a conflict of interest that interferes with fair competition or conflicts with an interest of the ICN as determined in the ICN's sole discretion.

14.5 In the event of termination of this Agreement for any reason by the ICN, the ICN shall pay only the amounts, if any, due and owing to Vendor for services actually rendered up to and including the date of termination of the Agreement and for which the ICN is obligated to pay pursuant to this Agreement. Payment will be made only upon submission of invoices and proper proof of Vendor's claim. This provision in no way limits the remedies available to the ICN in the event of a termination under this provision. However, the ICN shall not be liable for any of the following costs:

14.5.1 The payment of Unemployment Compensation to Vendor's employees;

14.5.2 The payment of Workers' Compensation claims which occur during the Agreement or extend beyond the date on which the Agreement terminates.

14.5.3 Any costs incurred by Vendor in its performance of the Agreement including but not limited to startup costs, overhead or other costs associated with the performance of the Agreement.

14.5.4 Any taxes that may be owed by Vendor for the performance of this Agreement including but not limited to sales taxes, excise taxes, use taxes, income taxes or property.

14.6 Vendor Obligations upon Termination. Upon expiration or termination of this Agreement, or upon request of the ICN, the Vendor shall:

14.6.1 Immediately cease using and return to the ICN any personal property or material, whether tangible or intangible, provided by the ICN to the Vendor and in its, or any subcontractor's, control or possession;

14.6.2 Upon request from the ICN, destroy any personal property or material, whether tangible or intangible at no additional cost to the ICN, and verify in writing that the designated property or material has been destroyed;

14.6.3 Comply with the ICN's instructions for the timely transfer of active files and work being performed by Vendor under this Agreement to the ICN or the ICN's designee;

14.6.4 Protect and preserve property in the possession of the Vendor in which the ICN has an interest;

14.6.5 Stop work under this Agreement on the date specified in any notice of termination provided by the ICN;

14.6.6 Cooperate in good faith with the ICN, its employees, agents and contractors during the transition period between the notification of termination and the substitution of any replacement Vendor.

14.7 Care of Property. The Vendor shall be responsible for the proper custody and care of any State owned tangible personal property furnished for the Vendor's use in connection with the performance of the Agreement, and the Vendor will reimburse the ICN for such property's loss or damage caused by the Vendor, normal wear and tear excepted.

SECTION 15. CONTRACT ADMINISTRATION.

15.1 Independent Contractor. The status of the Vendor shall be that of an independent contractor. The Vendor, its employees, agents and any subcontractors performing under this Agreement are not employees or agents of the State of Iowa or any agency, division or department of the State. Neither the Vendor nor its employees shall be considered employees of the ICN for Federal or State tax purposes. The ICN will not withhold taxes on behalf of the Vendor (unless required by law).

15.2 Compliance with the Law and Regulations.

15.2.1 Compliance with the Law and Regulations. Vendor shall comply with all applicable Federal, State, and local laws, rules, ordinances, regulations and orders when performing within the scope of this Agreement, including without limitation all laws applicable to the prevention of discrimination in employment, the administrative rules of the Iowa Department of Management or the Iowa Civil Rights Commission which pertain to equal employment opportunity and affirmative action, laws relating to prevailing wages, occupational safety and health standards, prevention of discrimination in employment, payment of taxes, gift laws, lobbying laws and laws relating the use of targeted small businesses as subcontractors or suppliers.

15.2.2 The Vendor declares that it has complied with all Federal, State and local laws regarding business permits and licenses that may be required to carry out the work to be performed under this Agreement, including without limitation, laws governing State of Iowa procurement and contracting.

15.2.3 The Vendor shall give notice to any labor union with which it has a bargaining or other agreement of its commitment under this section of the Agreement. The Vendor shall make the provisions of this Section a part of its contracts with any subcontractors providing goods or services related to the fulfillment of this Agreement.

15.2.4 The Vendor shall comply with all of the reporting and compliance standards of the Department of Management regarding equal employment.

15.2.5 The Vendor may be required to submit its affirmative action plan to the Department of Management to comply with the requirements of 541 IAC Chapter 4.

15.2.6 The ICN may consider the failure of the Vendor to comply with any law or regulation as a material breach of this Agreement. In addition, the Vendor may be declared ineligible for future State contracts or be subjected to other sanctions for failure to comply with this Section.

15.2.7 It shall be agreed that both parties will comply with the requirements of Iowa House File 687 2001 to include, if this is a Service agreement function, in the Agreement terms providing for:

15.2.7.1 Performance requirements (list). Vendor shall work with the ICN to ensure prompt and reasonable response to the needs of the ICN. Vendor will perform as the ICN and the situation or services required dictate, under reasonable circumstances. Invoices submitted to the ICN by Vendor shall state the services performed by Vendor in sufficient specificity to permit ICN to review Vendor's performance for timeliness and completeness.

15.2.7.2 Performance inspection (plan) will be accomplished on a case-by-case basis. The ICN may at any time review Vendor's performance hereunder. Such reviews may be but not limited to, information requests, audit of service installation, delivery dates, service quality and uptime, etc. Vendor shall agree to provide all reasonable cooperation in the performance of such reviews.

15.2.7.3 Payment deduction schedule, if the ICN determines in good faith that Vendor's performance hereunder is unsatisfactory; the ICN may withhold payment until the situation is resolved to the satisfaction of the ICN

15.3 Amendments. This Agreement may be amended in writing from time to time by mutual consent of the parties. All amendments to this Agreement must be fully executed by the parties.

15.4 Third Party Beneficiaries. There are no third party beneficiaries to this Agreement. This Agreement is intended only to benefit the State and the Vendor.

15.5 Choice of Law and Forum.

15.5.1 The laws of the State of Iowa shall govern and determine all matters arising out of or in connection with this Agreement without regard to the choice of law provisions of Iowa law.

15.5.2 In the event any proceeding of a quasi-judicial or judicial nature is commenced in connection with this Agreement, the exclusive jurisdiction for the proceeding shall be brought in Polk County District Court for the State of Iowa, Des Moines, Iowa, or in the United States District Court for the Southern District of Iowa, Central Division, Des Moines, Iowa wherever jurisdiction is appropriate.

15.5.3 This provision shall not be construed as waiving any immunity to suit or liability including without limitation sovereign immunity in State or Federal court, which may be available to the State of Iowa.

15.6 Integration. This Agreement, including all the documents incorporated by reference, represents the entire Agreement between the parties and neither party is relying on any representation that may have been made which is not included in this Agreement. The parties agree that if a Schedule, Addendum, Rider or Exhibit or other document is attached hereto by the parties, and referred to herein, then the same shall be deemed incorporated herein by reference.

15.7 Not a Joint Venture. Nothing in this Agreement shall be construed as creating or constituting the relationship of a partnership, joint venture, (or other association of any kind or agent/principal relationship) between the parties hereto. No party, unless otherwise specifically provided for herein, has the authority to enter into any agreement or create an obligation or liability on behalf of, in the name of, or binding upon another party to this Agreement.

15.8 Consent to Service. The Vendor irrevocably consents to service of process by certified or registered mail addressed to the Vendor's designated agent. The Vendor appoints _____ at _____ as its agent to receive service of process. If for any reason the Vendor's agent for service is unable to act as such or the address of the agent changes, the Vendor shall immediately appoint a new agent and provide the ICN with written notice of the change

in agent or address. Any change in the appointment of the agent or address will be effective only upon actual receipt by the ICN. Nothing in this provision will alter the right of the ICN to serve process in another manner permitted by law.

15.9 Supersedes Former Agreements. This Agreement supersedes all prior Agreements between the ICN and the Vendor for the services provided in connection with this Agreement.

15.10 Waiver. Any breach or default by either party shall not be waived or released other than by a writing signed by the other party. Failure by either party at any time to require performance by the other party or to claim a breach of any provision of the Agreement shall not be construed as affecting any subsequent breach or the right to require performance with respect thereto or to claim a breach with respect thereto.

15.11 Notices.

15.11.1 Any and all notices, designations, consents, offers, acceptances or any other communication provided for herein shall be given in writing by registered or certified mail, return receipt requested, by receipted hand delivery, by electronic mail or facsimiles, by Federal Express, courier or other similar and reliable carrier which shall be addressed to each party as set forth as follows:

If to the ICN: ICN Contracting Officer
Grimes State Office Building
400 East 14th Street
Des Moines, IA 50319

If to the Vendor: [Vendor may provide one (1) contact]

15.11.2 Each such notice shall be deemed to have been provided:

15.11.2.1 At the time it is actually received; or,

15.11.2.2 Within one day in the case of overnight hand delivery, courier or services such as Federal Express with guaranteed next day delivery; or,

15.11.2.3 Within five days after deposited in the U.S. Mail in the case of registered or certified U.S. Mail.

15.11.2.4 When verified by automated receipt or electronic logs if sent by facsimile or email.

15.11.3 Copies of such notice to each party shall be provided separately.

15.11.4 From time to time, the parties may change the name and address of a party designated to receive notice. Such change of the designated person shall be in writing to the other party and as provided herein.

15.12 Cumulative Rights. The various rights, powers, options, elections and remedies of either party, provided in this Agreement, shall be construed as cumulative and no one of them is exclusive of the others or exclusive of any rights, remedies or priorities allowed either party by law. Nothing in this Agreement shall be construed as affecting, impairing or limiting the equitable or legal remedies to which either party may be entitled as a result of any breach of this Agreement.

15.13 Severability. If any provision of this Agreement is determined by a court of competent jurisdiction to be invalid or unenforceable, the invalid portion shall be severed from this Agreement. Such a determination shall not affect the validity or enforceability of any other part or provision of this Agreement.

15.14 Express Warranties. The Vendor expressly warrants all aspects of the items and services provided by it or used by the Vendor and the ICN in performance of this Agreement.

15.15 Warranty Regarding Solicitation. The Vendor warrants that no person or selling agency has been employed or retained to solicit and secure this Agreement upon an agreement or understanding for commission, percentage, brokerage or contingency except bona fide employees or selling agents maintained for the purpose of securing business.

15.16 Obligations of Joint Entities. If the Vendor is a joint entity consisting of more than one individual, partnership, corporation or other business organization, all such entities shall be jointly and severally liable for carrying out the Agreement activities.

15.17 Obligations Beyond Agreement Term. This Agreement shall remain in full force and effect to the end of the specified term or until terminated or canceled pursuant to this Agreement. All obligations of the Vendor incurred or existing under this Agreement as of the date of expiration, termination or cancellation will survive the expiration, termination or cancellation of this Agreement.

15.18 Time is of the Essence. Time is of the essence with respect to the successful performance of the terms of this Agreement. The Vendor shall ensure that all personnel providing services to the ICN are responsive to the ICN's requirements in all respects.

15.19 Authorization. Each party to this Agreement represents and warrants to the other that it has the right, power and authority to enter into and perform its obligations under this Agreement and that it has taken all requisite action (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Agreement. This Agreement constitutes a legal, valid and binding obligation upon the parties in accordance with its terms.

15.20 Successors in Interest. All the terms, provisions, and conditions of the Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors, assigns, and legal representatives.

15.21 Counterparts and Facsimile Signatures. The parties agree that this Agreement has been or may be executed in several counterparts, each of which shall be deemed an original and all such counterparts shall together constitute one and the same instrument. The parties further agree that the signatures on this Agreement or any amendment or schedule may be manual or a facsimile signature of the person authorized to sign the appropriate document. All authorized facsimile signatures shall have the same force and effect as if manually signed.

15.22 Use of Third Parties/Prime Vendor Responsibilities. The ICN acknowledges that the Vendor may Agreement with third parties for the performance of any of the Vendor's obligations under this Agreement. All subcontracts shall be subject to advance written approval by the ICN. The Vendor may enter into these contracts to complete the project provided that the Vendor remains responsible for all services performed under this Agreement. All restrictions, obligations and responsibilities of the Vendor under this Agreement shall also apply to subcontractors. The ICN shall consider the Vendor to be the sole point of contact with regard to all matters related to this Agreement and is not required to initiate or maintain contact with any subcontractor. ICN may choose to deny use of any specific third party contractor at ICN's sole discretion, in which case the Vendor must obtain a different third party contractor.

15.23 DATA PROCESSING WARRANTY.

15.23.1 The Vendor warrants that each item of hardware, software, firmware, or a custom designed and developed software program or a system which is developed or delivered under, or used by Vendor in connection with its performance of this Agreement, shall accurately process data, including, but not limited to, calculating, comparing and sequencing, from, into, between and among the nineteenth, twentieth and twenty-first centuries, including leap year calculations, when used in accordance with the item(s) documentation provided by the Vendor.

15.23.2 If the items to be developed and delivered under this Agreement are to perform as a system with other hardware and/or software, then the warranty shall apply to the items developed and delivered as the items process, transfer, sequence data, or otherwise interact with other components or parts of the system. This warranty shall survive the term of this Agreement. The remedies available to the ICN for a breach of warranty includes, but is not limited to, repair or replacement of non-compliant items or systems.

15.23.3 Nothing in this warranty shall be construed to limit any rights or remedies of the ICN under this Agreement with respect to defects in the items other than the Data Processing Warranty.

15.24 Force Majeure. Neither Vendor nor the ICN shall be liable to the other for any delay or failure of performance of this Agreement; and no delay or failure of performance shall constitute a default or give rise to any liability for damages if, and only to the extent that, such delay or failure is caused by a "force majeure".

15.24.1 As used in this Agreement, "force majeure" includes acts of God, war, civil disturbance and any other similar causes which are beyond the control and anticipation of the party effected and which, by the exercise of reasonable diligence, the party was unable to anticipate or prevent. Failure to perform by a subcontractor or an agent of the Vendor shall not be considered a "force majeure" unless the subcontractor or supplier is prevented from timely performance by a "force majeure" as defined in this Agreement. "Force majeure" does not include: financial difficulties of the Vendor or any parent, subsidiary, affiliated or associated company of Vendor; claims or court orders which restrict Vendor's ability to deliver the goods or services contemplated by this Agreement; or Year 2000 issues or Y2K-related difficulties or problem.

15.24.2 If a "force majeure" delays or prevents Vendor's performance, the Vendor shall immediately commence to use its best efforts to directly provide alternate, and to the extent possible, comparable performance. Comparability of performance and the possibility of comparable performance shall be reasonably determined solely by the ICN.

15.24.3 During any such period, the Vendor shall continue to be responsible for all costs and expenses related to alternative performance.

15.24.4 This Section shall not be construed as relieving the Vendor of its responsibility for any obligation which is being performed by a subcontractor or supplier of services unless the subcontractor or supplier is prevented from timely performance by a "force majeure".

15.25 Records Retention and Access. The Vendor shall permit the Auditor of the State of Iowa or any authorized representative of the State or any authorized representative of the United States government, to access and examine, audit, excerpt and transcribe any directly pertinent validation records, financial records, accounting records, books, documents, papers, electronic or optically stored and created records or other records of the Vendor relating to or created as a result of the performance of this Agreement. These records shall be made available to the State, its designees, the Auditor, or an authorized representative of the United States government at reasonable times and at no cost to the State during the term of this Agreement and for a period of at least (5) years following the termination, cancellation or expiration of this Agreement.

15.26 Taxes. ICN declares and Vendor acknowledges that the Vendor and its subcontractors may be subject to certain taxes including but not limited to sales tax, motor vehicle fuel tax, personal or corporate income tax or other taxes or assessments, and to licensing fees or other miscellaneous fees or charges which may be imposed by Federal, State or local law or ordinance. The Vendor and its subcontractors shall be solely responsible for the payment of such taxes. The Vendor shall promptly pay all such taxes, fees or charges when due. ICN is a tax-exempt entity and the Vendor shall not attempt to pass on any costs, including surcharges and fees, to the ICN that are attributable to federal, state, or local taxes, including sales tax, motor fuel tax, property tax, or personal or corporate income tax.

15.27 Universal Service Fund Charges. The parties agree that the ICN has been recognized by the FCC as a telecommunications carrier and a re-seller of the Services to be provided by Vendor under this Agreement. The ICN incorporates the Services into services offered to its own customers. The ICN contributes directly to the federal Universal Service Fund, as required, based upon revenue from its end-user customers. Based on the foregoing representations, the ICN will not be required to pay the Federal Universal Service Fee ("FUSF") of the Vendor or its successor(s).

15.28 Further Assurances and Corrective Instruments. The Vendor agrees that it will, from time to time, execute, acknowledge and deliver, or cause to be executed, acknowledged and delivered, such supplements hereto and such further instruments as may reasonably be required for carrying out the expressed intention of this Agreement.

15.29 Assignment and Delegation. This Agreement may not be assigned, transferred or conveyed in whole or in part without the prior written consent of the other party. For purposes of construing this clause, a transfer of a controlling interest in Vendor shall be considered an assignment. If either party, in its sole discretion, determines that the other party's assignment of this Agreement to another person or entity is not in the determining party's best interests, the determining party may elect to terminate this Agreement with the other party without penalty upon thirty (30) days written notice to the Vendor.

15.30 Headings or Captions. The paragraph headings or captions are for identification purposes only and do not limit or construe the contents of the paragraphs.

15.31 The ICN reserves the right to conduct criminal history and other background investigations of the Vendor, its officers, directors, shareholders, or partners and personnel retained by the Vendor for the performance of this Agreement.

15.32 No Minimums Guaranteed. The ICN does not guarantee any minimum usage of the Vendor's services or make any volume commitment under this Agreement.

SECTION 16. BUSINESS DOWNTURN. In the event of a business downturn or budget difficulties beyond the control of the ICN, including budget difficulties of other authorized users of the ICN or significant restructuring or reorganization, any of which significantly reduces the volume of Services required by the ICN, with the result that ICN will be unable to meet its revenue or volume commitments under this Agreement, Vendor and the ICN will cooperate in efforts to develop a mutually agreeable alternative.

SECTION 17. REDUCTION OF RESOURCES.

17.1 If, during the Term, the ICN experiences a change in the scope, nature or volume of its business, or if the ICN elects to change the manner or method by which it does (including, but not limited to, an election by Iowa Legislature to effect a sale or other disposition of material assets), which have or may have the effect of causing a decrease in the quantity or quality of the Services that will be needed by ICN, then ICN may request Vendor to reduce the level of Services and the annual Service charges to ICN under this Agreement. However any such reduction must not adversely impact upon Vendor's ability to reasonably perform its obligations under the Agreement.

17.2 In such event, Vendor shall estimate, in writing and in good faith, the aggregate decreased charges to Vendor from ICN's ceasing to perform such Services and shall provide such written estimate to ICN, no later than 30 days from Vendor's receipt of ICN's notice. ICN, upon receipt of such estimate, may then elect by written notice given to Vendor within 15 days following receipt of Vendor's written estimate to:

17.2.1 Withdraw its request for a cessation of part of the Services;

17.2.2 Implement such partial cessation of Services based upon the estimate of Vendor; or

17.2.3 Request that Vendor negotiate with ICN regarding the aggregate reduction in the Annual Service Charges due to Vendor from ICN hereunder as a result of the partial cessation of Services. If ICN shall elect to request Vendor to negotiate, the parties shall promptly negotiate in good faith regarding the amount.

SECTION 18. EXECUTION.

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Agreement and have caused their duly authorized representatives to execute this Agreement.

Iowa Telecommunications and Technology Commission Operating the IOWA COMMUNICATIONS
NETWORK

By: _____

Name: _____

Title: _____

Date: _____

[VENDOR will be listed]:

By: _____

Name _____

Title: _____

Date: _____

Schedule A
Scope of Services

Schedule A will be developed in the Contract.

RFP 18-069
ATTACHMENT 2
BID PROPOSAL COMPLIANCE FORM

Vendor affirms that the information contained in the Bid Proposal is true and accurately portrays all aspects of the goods or services or both contemplated by this RFP. The Vendor is aware that any substantive misinformation or misrepresentation may disqualify the Bid Proposal from further consideration. If a Vendor takes exception to a provision, it must state the reason for the exception and set forth in Attachment 2 of its Bid Proposal the specific Contract language it proposes to include in place of the provision. Exceptions that materially change these terms or the requirements of the RFP may be deemed non-responsive by the ICN, in its sole discretion, resulting in possible disqualification of the Bid Proposal. The ICN reserves the right to either award a Contract without further negotiation with the successful Vendor or to negotiate Contract terms with the selected Vendor if the best interests of the ICN would be served.

Vendor hereby certifies total compliance with all other terms, conditions and specifications of this RFP except as expressly stated below:

Chapter 1, Administrative Issues _____

Chapter 2, Contractual Terms & Conditions _____

Chapter 3, Technical Specifications _____

Chapter 4, Evaluation Criteria _____

I certify that I have the authority to bind the Vendor indicated below to the specific terms and conditions imposed in this RFP and offered in this bid proposal, and that by my signature on this document I specifically agree to all of the waivers, restrictions and requirements of this RFP as conditions precedent to submitting this proposal. I further state that in making this bid proposal that the Vendor has not consulted with others for the purpose of restricting competition or violating State or Federal anti-trust laws and has not knowingly made any false statements in this proposal.

Authorized Signature: _____

Printed Name: _____

Title: _____

Telephone: _____ Fax Number: _____

E-Mail: _____

Business Name: _____

Address: _____

Federal ID Number: _____

**RFP 18-069
ATTACHMENT 3
AUTHORIZATION TO RELEASE INFORMATION**

_____(Name of Vendor) hereby authorizes any person or entity, public or private, having any information concerning the Vendor's background, including but not limited to its performance history regarding its prior rendering of services similar to those detailed in this ITB, to release such information to the State.

The Vendor acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Vendor acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Vendor is willing to take that risk. The Vendor agrees to release all persons, entities, and the State of Iowa from any liability whatsoever that may be incurred in releasing this information or using this information.

Printed Name of Vendor Organization

Signature of Authorized Representative

Date

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ATTACHMENT 4
BID PROPOSAL SUBMITTAL FORM

Vendor providing bid proposal must complete each section of this Attachment and submit as part of its bid proposal.

Vendor Name (including all d/b/a or assumed names or other operating names of the Vendor):

Address: _____

Phone: _____

Fax: _____

Form of business entity, i.e., corporation, partnership, proprietorship, limited liability company: _____

Number of employees: _____

Local office address that relates to the Vendor's performance under the terms of this ITB (if different from above): _____

Phone: _____

Fax: _____

Vendor accounting firm: _____

State of incorporation (if a corporation). State of formation (if a limited liability company or a limited partnership): _____

The successful Vendor will be required to register to do business in Iowa. If already registered, provide the date of the Vendor's registration to do business in Iowa. _____

Person to Contact Regarding This Bid Proposal: _____

Address: _____

Phone: _____

Fax: _____

E-Mail: _____

Person to Contact Regarding Service Scheduling and Other Arrangements: _____

Address: _____

Phone: _____

Fax: _____

E-Mail: _____